Sony Ericsson

UI Rulebook

Preface

Welcome to the Sony Ericsson UI Rulebook

The UI Rulebook presents useful User Interface design style information for Sony Ericsson phones supporting Java Platform 8 and onwards. The purpose of the UI Rulebook is to provide you with practical help for designing the UI of attractive mobile applications.

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Software and Hardware

Great design requires that software and hardware co-exist in perfect harmony.

Efficient UI design must take different hardware configurations into account. This section presents guidelines for utilizing the different hardware features to the fullest.

Display area

The display is the designer's playground – the area where to show content, and where to allow the user to interact with the application.

Remember that your application is not alone in the phone – it must co-exist with others and play by the same rules.

The display area is divided into three areas – status bar, content area, and soft key area.

Status bar for system information

The status bar displays important phone information, including network signal and various events, such as new messages or an active Bluetooth connection. Indicators are reserved for system use, and individual applications may not add new indicators.

Content area caters the beef

The content area presents the application's functions and content to the user.

Soft key area for controls

The soft key area defines the function of the three soft keys: left soft key (LSK), middle soft key (MSK) and right soft key (RSK). Soft keys change depending on the context of the view, or even based on the currently highlighted item.

Using full-screen

The Full-screen mode is used when the maximum amount of display space is needed.

True full-screen hides the status bar completely. Use true full-screen when it is not necessary to display the status bar to the user, for example, for visual media experiences such as video playback.

True full-screen with status bar hides the theme graphics in the status bar and on the soft keys, but displays the indicator icons in the status bar. Use this mode when it is necessary to display the indicators, for example, network signal strength or battery level.

Full-screen in landscape mode hides the status bar. Place soft keys horizontally on the display on a transparent background.

Display sizes

The display resolution for current Sony Ericsson phones supporting Java Platform 8 and onwards is QVGA, 240 x 320 pixels.

The 2.2" and 2.4" displays are the most common sizes. The physical size of the display ranges from 2.0" to 2.8".

Recommended font sizes

The following font sizes are recommended:

18 Regular: LSK, RSK, secondary text row elements

20 Bold / 20 Regular: MSK, titles, main list elements.

Using soft keys

The three soft keys are the most important interaction method for accessing and activating phone functions.

The soft keys are always associated with similar actions:

Left soft key (LSK) performs a secondary action or opens the Option menu.

Middle soft key (MSK) performs the primary action or the most likely action. MSK is normally used for proceeding to the next step in the task flow.

Right soft key (RSK) is associated with negative actions such as Cancel, Back, Exit or Quit.

Do not use a positive and a negative soft key which have exactly the same outcome, for example, OK and Back soft keys that both return to the same screen. In this case, simply use the positive middle soft key.

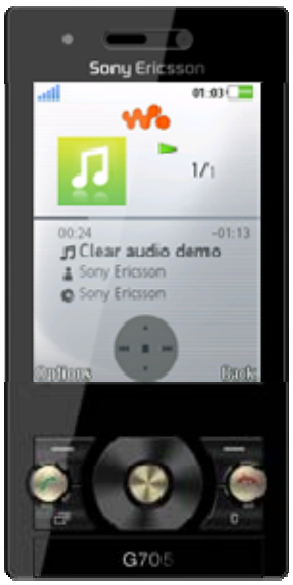
MSK or RSK may not contain destructive actions such as Reset.

Different UI components define the default use of the soft key labels shown on the display. Some default actions can be changed if necessary, but always consider the benefit of consistency.

Soft keys are directly linked to the textual labels shown on the display.

If there is only one positive action in the view, it is placed on the MSK. The LSK label is left empty and the RSK is used for navigating backward or cancelling the action.

The primary action is placed on the MSK, and the secondary action on the LSK. If it is necessary to navigate backward in the flow or cancel the action, the RSK should provide the Back action.



If there are three or more actions in the view, the primary action is placed on the MSK. The LSK is used for accessing the Options list that includes the remaining actions. RSK provides the Back action for going backward in the flow or cancelling the action.

Soft key labels can be either textual or iconic, but not a mixture of both in the same soft key. A mixture of textual and iconic soft key labels within the soft key bar is allowed.

The soft key background bar should be visually consistent with the rest of the application. The background bar can be either transparent, semi-transparent or opaque. For landscape and full-screen applications, the soft key bar should always be completely transparent.

Hardware keys

All Sony Ericsson phones supporting Java Platform 8 and onwards have a basic set of hardware keys, each with a predefined function.

Normal key actions are performed immediately after pressing/releasing the key. A long key press means that the key is pressed for a longer period of time and an alternative action is launched. Key repeat actions typically repeat the normal action, such as deleting several characters in text editing.

Navigation key: Used for navigating up, down, left and right. Pressing the navigation key invokes the middle soft key (MSK) action.

Left soft key: LSK is typically used for the second most typical positive action or providing supportive info texts. If there are more than two actions on the view, LSK is used to open the Option menu.

Right soft key: RSK is typically used for negative actions (such as Cancel, Quit) or navigating backwards in the application.

Send key: Send key is used for answering an incoming call or connecting an outgoing call. Opens the call list in standby screen.

End key: End key is used to end an ongoing call, cancelling an outgoing call or rejecting an incoming call. In some cases, the On/Off function can also be combined to the End key. When no call is active, the End key exits or minimizes the current application and moves to Standby.

Activity menu: Opens the Activity menu for multitasking.

Clear key: The Clear key is used to clear characters during text or number input. The Clear key is also used as a shortcut for deleting objects, such as items on a list.

Keypad (0-9, *, #): Number and character entry.

Keys available for applications

Individual applications can define the operation of most hardware keys to better match the need of the application. The default operation of the following keys **can not be changed** by an application:

- Activity menu key
- End key

Form factors

Sony Ericsson mobile phones come in different shapes and forms.

Different form factors have the same basic functionality, such as the same set of hardware keys, but feature some kind of special ability.

Stick

The Stick is the basic form factor where there are no moving parts in the hardware.

Slider

A slider phone has a sliding top that covers the numeric keypad.

Opening the slider opens the keylock or answers an incoming call.

Closing the slider activates the keylock (when the phone is in standby, Walkman or FM Radio) and ends an active call unless a headset is in use.

The call ending or answering with cover can be turned on/off with a user setting.

Clamshell

Clamshell has a opening cover on top of the entire keypad and the main display of the phone.

Opening the cover answers an incoming call or opens the phone to the standby mode.

Closing the cover terminates or minimizes the application that is currently running and exits to standby mode. During an active call, closing the cover ends the call unless a headset is in use.

The call ending or answering with cover can be turned on/off with a user setting.

Display orientations

Portrait for normal use, landscape for experiences.

Portrait orientation is the normal way of presenting information. Portrait intuitively promotes navigating up and down, allowing scalability for large amounts of content. Text entry is easy and efficient.

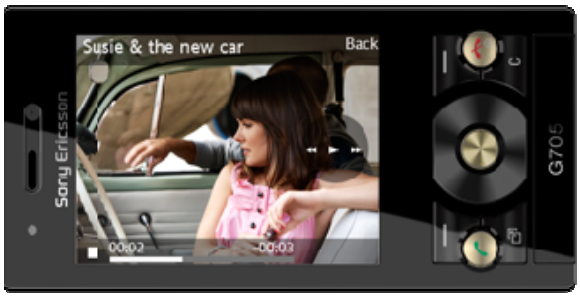
Landscape orientation is the experience mode: it has a perfect aspect ratio for browsing, watching and browsing content.

If orientation change is supported, changing between orientations can be automatic by using accelerometers when available in the phone hardware, or selected in the Option menu.

Note that most UI components are only adapted to the portrait orientation.

Portrait allows scalability for large amounts of content and easy navigation up and down.

Portrait orientation maps ergonomically very well with the physical keypad.



Watching and browsing media, such as photos and videos, is great in landscape.

Navigation in landscape is intuitive, but text input is difficult and should be avoided.

§ Design principles

Great UI design creates consistent, secure and elegant interfaces, which provide solutions to the user's needs.

This section describes the key principles of UI design.

User focus

Always keep the user and the mobile use context in mind.

During design, identify the main user tasks and design the application flow to match those tasks.

Ask yourself the following questions:

What is the user trying to accomplish? What is the main user goal?

What is the context where the user will use the application?

How can the application gracefully guide the user to perform the task?

Is the flow logical to the user?

How often will the user repeat this task?

In the example, the effect of changing a camera setting is shown immediately to the user, without having to exit the settings view.

Consistency

Consistency creates security and makes the user feel comfortable.

Consistency between applications and different products is an important usability factor. Consistent interaction paradigms, application behavior and look and feel make the user feel secure and comfortable, and ease the learning curve when starting to use a new phone.

Utilize UI components: Using common UI components ensures the basic level of consistency with regard to presenting information and interaction.

Use soft keys consistently: Follow the guidelines for placing soft key commands. Use the default soft key labels for various UI components, unless you can add value by changing the default label.

Balance new and proven design: Re-use good and proven UI design patterns and innovate with new ideas when it makes a difference and adds value.

Enforce graphical consistency: Maintain similar visual appearance throughout your application - various views should not look very different in terms of layout and color palette.

Use familiar terminology: Consistently use terminology that is familiar to the users. Apply generic UI text labels as much as possible.

Visibility

Provide a clear starting point and directions how to proceed.

In every application view, the user should be able to immediately get a clear picture of the content and interaction. For example, a list is a familiar element that immediately implies how to interact for browsing more content. The text labels should clearly indicate the most important actions for the view.

Make views as clean as possible by reducing unnecessary graphical elements. Use graphical elements to communicate the status of the application to the user, but avoid over-using icons that are not meaningful for the user.

In the example, the key supporting actions when writing a message are presented in the toolbar.

Highlight indication of the active control should be clear. Consider dimming the background of overlay objects to emphasize the active element.

Secondary actions should also be easily discoverable from the Option menu.

Use the right font sizes in your application. Too small fonts will decrease the readability for visually impaired users. Use colors with good contrast so that it is possible to use the applications in all conditions, such as bright sunlight.

Secure efficiency

Let the user be the one behind the wheel.

Using the phone should be very efficient, giving the user a sense of control. The user should be able to quickly perform the current task flow, without the need to look for obvious commands or stopping at unnecessary confirmations.

However, do not compromise security. Consider case by case a user action should be confirmed or not - a confirmation is not necessary as a last step of sending a message, but may be necessary before deleting a message. Do not let the user lose data due to a single mistaken key press.

Every view should have a clear main task. In task flows, it should be intuitive to both proceed as well as to go back or cancel the flow. Labelling soft keys intuitively and clearly is important.

Efficiency can be achieved the following ways:

the action that takes the user to the next step in the flow is available directly on the MSK, unless the MSK is needed for a more important action

the most important actions in a view are not hidden in the Option menu

the user is provided with intuitive shortcuts, for example, deleting items with the C key by removing any unnecessary confirmation steps

In the example, marking items with MSK is an important task, and LSK is used for moving to the next view.

Elegance

Elegance is the final touch of delivering a unique user experience – wow.

At best, elegance is smooth, subtle and graceful, clearly present but not too emphasized. Elegance brings the user interface to life.

Elegance can be achieved with a combination of different factors:

- seamless co-existence of hardware and software
- flawless and complete task flows
- engaging and fresh graphic design and view layouts
- visually pleasing and functional transitions
- good use of multi-sensory experiences

Design patterns

Design patterns provide answers to frequent design problems. Follow established patterns to ensure that the design immediately feels intuitive and reliable.

Designing Option menus

Option menus are used to present and organize view or item-specific actions.

When a view has three or more positive actions, the primary and most frequent action is placed on the middle soft key and the rest are accessed from the Option menu. The Option menu is placed on the left soft key.

The Option menu can display up to six items in one view without scrolling. There is no fixed maximum number of items, but remember that less is more – it is easier to find a necessary item from a compact list, so try to keep the number of items under 6 to avoid scrolling.

Clearly define the most important actions and consider removing the actions that are only nice to have.

If you use keypad shortcuts for important actions, consider repeating the commands also in the Option menu – unless the shortcuts are intuitive and clear to the user.

In the Option menu, the MSK is labeled 'Select' and the RSK is labeled 'Back' for exiting the Option menu. For the LSK, the only possible action is 'Info', if the currently highlighted action has an associated help text.

Option menus are context-sensitive: the available actions can change based on the currently highlighted item.

Actions that are item-specific (the action only affects the currently highlighted item) should be placed on the top of the option menu. Actions that apply to all the items should be placed under the item-specific ones.

Group similar or related actions as intuitively as possible. Use hierarchical actions and think of any other possible logical structures.

Irreversible actions, such as Delete, should be placed at the bottom of the relevant group.

Inactive items can be either disabled or removed. Disabling the item allows communicating the reason why it is not available to the user, so that a possible conflict can be corrected.

An item should be disabled, if the user can perform an action that will re-enable the item. If this is not possible, the item should be removed from the list.

If an item is disabled, consider changing the MSK action for the item to provide an explanatory help text.

Presenting content with lists

A list is an excellent method of presenting and ordering content on a mobile phone.

List components have numerous benefits:

- scrolling and moving highlight up/down is intuitive
- lists are scalable, from a few items to hundreds of items
- lists can be ordered or filtered efficiently
- lists are good for presenting non-hierarchical items that are on the same level

List alternatives

The examples present different alternatives for using lists, such as presenting different amount of information or using selection lists.

Do not overload the view with excessive information. Select the list type that provides just the right amount of information - for example, display secondary information only when an item is focused.

Empty lists may confuse the user. If there is no content, a notification can be used to inform the user: "No images" or "No messages".

A single-row list displays one row for each list item. Single-row list allows presenting more list items in the same view.

A two-row list displays two rows that are always visible. Two-row lists use more display space, but are very good for taking in information at a glance, such as setting items or active alarms.

A two-row expanding list displays one for non-highlighted items and two rows for the highlighted item. Expanding lists are handy for displaying secondary and supportive information that is not essential to see at first glance.

Lists are very efficient for selecting and manipulating objects. Radio buttons allow selecting one item from mutually exclusive alternatives. To make the UI more efficient, the left soft key can have a supporting action, such as the Play action in the example.

A multi-selection list allows selecting multiple items simultaneously. A multi-selection list can also include items that are pre-selected to the user.

A grid is used for visualizing the content, such as an image selection view.

Providing feedback

In order for the UI to feel responsive, it is important to give instant feedback on user actions.

Visual feedback to the user enforces the user's sense of control and security. The user should always be aware that an action has been completed, failed or still ongoing.

Provide some visual feedback immediately when the user starts an action. Do not wait for the entire action to finish before showing any results. However, when you display the final result of an action, show it in one go, instead of showing individual items appear one at a time.

Progress feedback

A wait indication should be displayed if the user is expected to wait a short while (1-5 seconds), or if the UI is updating continuously.

A progress dialogue should be displayed if an action can take more than 5 seconds to complete.

When the duration of the action is known or can be calculated, a progress bar feedback can be used. When the duration is not known, the continuing action is indicated with an animated bar or an animated icon.

When a process finishes, all process indicators should be removed from the screen immediately.

Completion notifications

Notifications for successful or failed actions are normally indicated with a textual feedback and sound. The text output should be compact and informative, stating the outcome of the action or providing reason why the action failed. If a successful process is obvious, a sound feedback is enough.

If the outcome is non-expected, such as a failed action, the dialogue should be acknowledged by the user. A failure sound should be played.

Failure messages should describe the background of the failure and also provide a suggested way of solving the issue if possible.

Text input and editing

Text and number input is one of the most common user interactions with the phone.

The keypad is used to both create the user's own content, such as text messages or reminders, and to provide input to the phone system (entering a password to a text field, for example).

Make text input easy, efficient and error-free:

- use standard UI components for text input
- allow the user to use a preferred language when editing texts
- limit the input possibilities depending on the context, for example, by only allowing number input
- allow the user to use predictive text when possible

Full-screen text editing for long texts, such as SMS message.

Prompting for specific data.

Special character selection.

Exiting and minimizing applications

There are three methods for exiting active applications: the **End key**, **Back** command on the right soft key and **Exit** command in the Option menu. The Back command on RSK is the preferred method.

Pressing the End key gives the user the possibility to quit or minimize the application and return to the Standby screen.

Back takes the user one step back in the navigation hierarchy. In the application main view, Back exits the application. Back should not lead to overlay UI components, such as Option menu or dialogues.

Minimizing applications

Minimized applications are allowed to run in the background. For these applications, pressing the Back key simply minimizes the application without terminating it.

If the application is minimized, this should be indicated to the user with an indicator icon, notification or a transition.

Preserving user data

Exiting an application should never cause the loss of important user data or abort a critical task flow by accident.

Make sure that data is automatically saved, or that the user knowingly accepts discarding content or aborting a flow. Clearly state the impact of exiting the application, and offer a chance to cancel or confirm - or another alternative, such as saving the content.

However, do not bother the user by over using confirmations. It is not necessary to ask for confirmation repeatedly once the user has already confirmed the action, or if the changes can be easily reverted by the user.

Save user data automatically

Do not bother the user with excessive confirmations

Deleting items

Deleting or removing single or multiple items or any user content must always be confirmed by the user.

The delete action is usually accessed from the Option menu or with the C keypad shortcut.

After selecting the delete action, the user should be presented with a confirmation query that clearly defines what is being deleted by showing a thumbnail or the name of the item.

Reset and Clear

Reset and Clear are special cases of deleting content. The action should always be labeled correctly to the user in the confirmation dialogue.

Reset refers to restoring a function, application or setting to its original, empty or default state, erasing the changes and updates that have been done.

Clear is used when a temporary memory store, such as browser cookies or cache, is emptied.

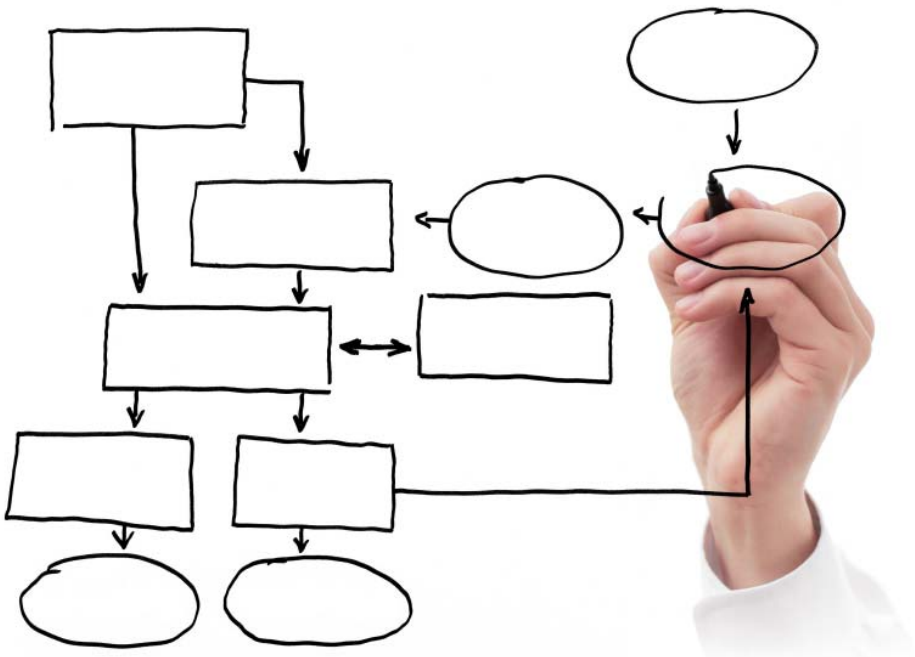
Preventing errors

The best way to handle error situations and user errors is to prevent them completely with good design.

Carefully designing the task flows and controlling the available user actions ensures that the user does not run into errors during normal use of the application.

Ways to prevent errors:

- make the application UI and task flows intuitive and logical to the user's goal
- design clear and informative text labels for soft keys and Option menus
- disable or remove commands that are not applicable in the current context
- do not allow exiting without confirmation when there is a risk of losing important data or aborting an important sequence
- use bounded controls, such as selection lists or sliders, instead of free-form input fields



Error recovery

When an error occurs, the application should guide the user forward and help in recovering from the situation.

Different methods for recovering from error situations:

- Allow a chance to retry or offer alternatives
- Suggest a workaround: what should the user do to fix the situation?
- Depending on the severity of the problem, you can either use a notification or a dialogue. Notifications are preferred when there is no possibility to interact with the information.
- In order to ensure user's attention to a failure, a failure sound is associated to all popup components that indicate a failure.

Temporary problem

Partial problem

Permanent failure

Error messages

For permanent failures, use the structure Cannot "action".

- Cannot send, Cannot copy
- Do not use: Unable to send, Send failed.
- For temporary or partial problems use Could not "action".
- Could not copy all contacts. Memory card full.
- Could not connect video call

Writing text labels

Clear. Compact. Consistent.

Text labels are the texts that are visible to the user in the UI, such as soft key labels, Option menu items, input prompts and notification dialogues.

Good texts make it easy for the user to navigate in the UI. Clear, concise and consistent language enhances the user experience. The text quality also determines how well the UI can be translated into other languages.

The context plays an important role in understanding the UI text – make sure that the text matches with the current user action, task flow and contents of the display.

Similar actions should have similar labels. Refer to the UI Component Catalogue for the default soft key labels and change them only if necessary.

Advice for writing good UI texts

Use terminology that is familiar to the users – avoid jargon and obscure abbreviations.

Use the right tone of voice. Be neutral but positive; friendly but not chatty.

Be active, not passive. Use "Cannot delete file" instead of "File cannot be deleted".

Keep the text short. Short texts are quick to understand, reduce reading load, and take less space. For example, "Delete number?" instead of "Would you like to delete this number?"

Leave room for the text to be localized. For example, Dutch and Finnish texts require approximately 30% more space than English.

Remember that many languages don't behave like English; avoid dynamic items in texts.

Use consistent style and terminology.

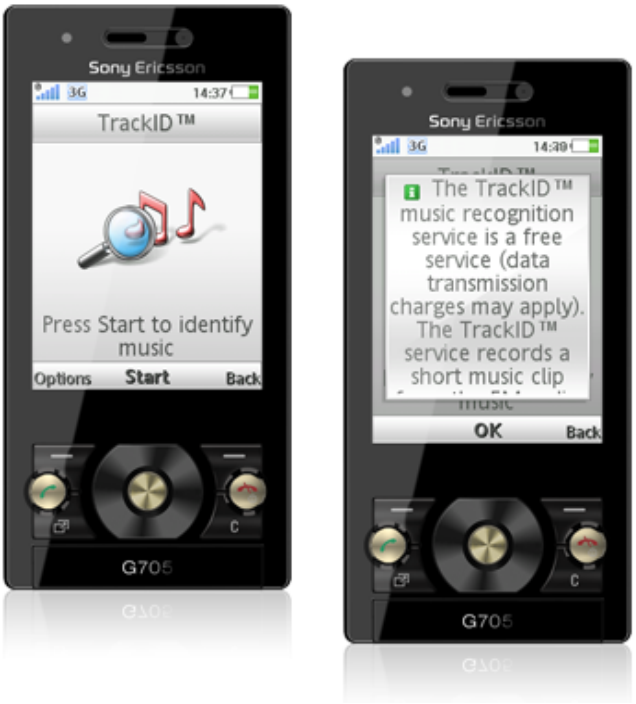
Help texts

A clear and concise help text allows overcoming difficult obstacles.

During design, identify the application's potential weak points and consider if you need to provide the user with some further support in the form of a help text.

Help texts can explain why an option is unavailable, what information is needed to proceed, or tips on how to use advanced features.

The length of a help text should not exceed two scrollable views: longer texts are more difficult to remember and difficult to read on a small screen.



Designing settings

Venturing outside the default settings should be a piece of cake.

Ideally, user-changeable settings are not needed at all. However, depending on the application, it may be necessary to provide the possibility to change the default settings.

If a setting is needed, give the user clear default and pre-defined values to choose from.

When designing settings, consider the following:

- Is the setting really needed or can you make the choice for the user?
- What is the optimal default value?
- Is there a way to automatically detect or download the correct settings?
- Is the setting a configuration that the user changes often or does the user change the setting only once?
- Can you provide a preview of the setting, such as playing a ringtone before setting it?

Use the right controls

Different controls are better suited for different types of settings.

- selection list if the user can choose a single value among a set of two or more values
- multi-selection list if the user can choose multiple values among a set of two or more values
- slider if the setting is a value on a scale of values
- text field if the user needs to input text

Remember to save the user setting automatically and use it when the application is launched the next time.

Sensory experience

Full use of multi-sensory capabilities provides a holistic user experience.

The user experience of a phone is enriched by a proper combination of graphics, illumination, sounds and haptic feedback.

Multi-sensory techniques can be used as results of user interactions, notifications of changes in the phone state or alerts of new events.

Multi-sensory techniques provide a means of reaching the user who is not actively paying attention to the display or does not have the phone close by.

The key to successful design is knowing when and how to use the techniques. Always consider the use context and balance the benefit with the amount of attention – remember to be polite to the user.

Using sounds

Use sounds to support interaction and provide feedback to the user.

Sounds can be used to indicate the need for the user's attention: new events, reminders, errors or the need for user input.

Remember that sounds support interaction: do not rely on them entirely. The user may have the phone in silent mode or background noise may block the sound.

Elements of effective sound design

Sound design should follow these guidelines:

- **Functionality**: sounds convey a meaning that is directly related to a user action or a phone event
- **Adaptability**: sounds adapt to the current state of the phone, such as volume or profile setting
- **Unintrusiveness**: respect the privacy of the user and consider the context of use
- **High quality and style**: sounds are clear and crisp and stylistically attractive and pleasing
- **Consistency**: same kinds of interactions are associated to similar sounds

Haptic feedback

Haptics bring physical feedback into play.

Haptic alerts and notifications means using vibrations to inform the user about a change of state in the phone. Noticing haptic events does not require hearing or seeing the phone.

There are different types of haptic UI events:

Haptic alerts inform the user of an unexpected communication event, e.g. an incoming call, message or a calendar reminder

Haptic notifications direct the user's attention to reinforce an event in the UI

Elements of effective haptic design

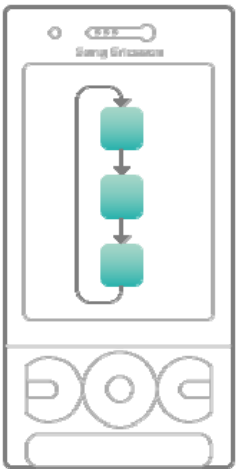
Use of haptic events should comply with similar principles as using sounds.

In addition, it is important to avoid haptic pollution: use haptics sparsely in order to remain unobtrusive. Ensure that a haptic event does not interfere with important manual tasks, such as vibrating intensely while the user is trying to take a picture with the phone camera or excessive use of the vibrator in e.g. a game.

Note also that the user can turn vibration off through a general setting, so do not rely solely on vibration to inform the user about an important event.

Navigation patterns

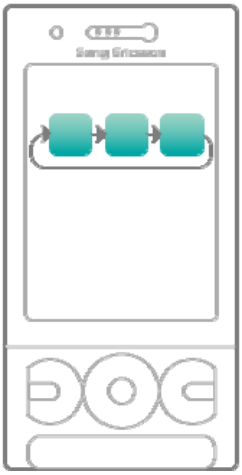
When designing the navigation model in your application, make sure that it is possible for the user to navigate through all highlightable elements in the view.



Vertical navigation

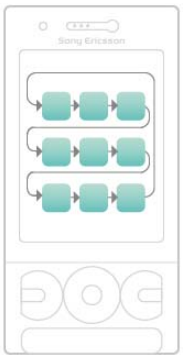
Up/down navigation keys move the highlight up and down. Left/Right can be used to interact with the highlighted element. The highlight loops from top to bottom and vice versa. When scrolling up or down, there should always be at least one visible element below the highlighted element until the end of the view is reached.

When entering the view for the first time, the initial highlight is on the topmost element. If the elements do not fit the visible space, a scroll bar should be used to indicate the current location.



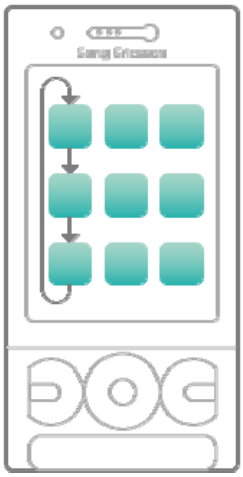
Horizontal navigation with left/right keys

A horizontal navigation pattern works similar to a vertical navigation pattern with the difference that the elements are laid out in a horizontal direction.



Grid navigation with left/right keys

Left/right navigation in a grid moves the highlight horizontally between adjacent items. Highligt loops from the last item in a row to the next row as shown in the image. When the content increases the screen, the screen can be scrolled either vertically (preferred) or horizontally to discover new content items. Empty items (placeholders for items) should not be highlighted.



Grid navigation with up/down keys

Up/down navigation in a grid moves the highlight vertically between adjacent items. Highligt loops from the last item in a column to the beginning of the column as shown in the image. When the content increases the screen, the screen can be scrolled either vertically (preferred) or horizontally to discover new content items. Empty items (placeholders for items) should not be highlighted.

Tab navigation

The left/right navigation keys are used to switch highlight between tabs. Horizontal navigation or grid navigation is not recommended within the tabs since these navigation patterns require left and right navigation keys and these keys are already assigned to switch between tabs. Likewise, controls that require left/right navigation (such as horizontal sliders) are not recommended to use within tabs. Navigating Back from a tab should in general not lead to previously visited tab. Instead, Back should lead to the previous view in the application hierarchy.

Reference archive

Glossary

Action labels	Action labels define the function of soft keys (LSK, MSK and RSK). Action labels are context-dependent, and may change based on the currently focused item.
Action list	Also known as Options menu. A list of additional actions that is accessed with the LSK.
Content area	Main area of the phone display.
Cross-modal mapping	The user's understanding of information when presented to different senses, e.g. the resemblance of an incoming message presented to the visual, haptic or auditory sense.
Display size	Different phones have different display resolutions. The most common display resolution is QVGA, 240x320 pixels.
End key	End key is used to end an ongoing call, cancelling an outgoing call or rejecting an incoming call. When no call is active, the End key minimizes or exits the current application.
Force feedback	Feedback that is perceived as applied to the whole hand/body and thus not localized to the users' fingers.
Form factor	Defines the phone hardware type. Different form factors include Stick, Slider, Clamshell and Flip.
Haptic interaction	Haptic interaction is the means by which people interact via the touch sense.
Haptic alert	Haptic stimuli informing the user of an unexpected communication event, e.g. an incoming call, message or a calendar reminder.
Haptic notification	Haptic stimuli intended to direct the user's attention and reinforce an event in the UI. For instance when something has been completed, failed or when an action from the user is requested.
Landscape	Display orientation where the width of the display is greater than the height.
Left soft key, LSK	Hardware key assigned to perform the action presented on the display. The LSK is typically used for the second most typical positive action or providing supportive Info texts.

Localized tactile feedback	Feedback that is perceived as applied to the user's finger, and thus not perceived as applied to the hand/body.
Middle soft key, MSK	Hardware key assigned to perform the action presented on the display. The MSK is used to perform the primary action, such as proceeding to the next step in the task flow.
Portrait	Display orientation where the height of the display is greater than the width.
Right soft key, RSK	Hardware key assigned to perform the action presented on the display. The RSK is typically used for negative actions (such as Cancel, Quit) or navigating backwards in the application.
Send key	Send key is used for answering an incoming call or connecting an outgoing call.
Standby screen	Main or initial view of the phone.
Status bar	Top area of the phone display, used to present important phone information, such as network signal and battery strength as well as various indicator icons.
Tactile feedback	Feedback presented to the user resulting from directly interacting with elements in a touch screen UI, e.g. buttons, sliders, lists and similar. Is preferably localized to the user's finger.
Touch key	A touch key located e.g. on the external display to control selected features on the phone – i.e. not part of a touch screen UI.
5-way navigation key	Key for navigating up, down, left and right. Pressing the navigation key invokes the middle soft key (MSK) action.

Soft key labels

Label	Description	Default placement
Accept	Soft key option to accept an offer proposal that may involve a **legal issue or a cost** to the user, e.g. to accept terms and conditions of use, or to accept phone registration by sending a text message.	**MSK**. Used together with Reject.
Add	Soft key option to add an item to a list or to a message.	**MSK**. Used when a "New item" entry is highlighted.
Back	Soft key option to go back to the previous screen.	**MSK**. Avoid having both OK and Back in a view if they have the same outcome.
Call	Soft key option to make a phone call.	**MSK**. Also consider that the SEND key is used to initiate phone calls.
Cancel	Soft key option to cancel or back out of a request or process.	RSK.
Continue	Soft key option to continue within a flow of actions.	MSK.
Copy	Soft key option to make a copy of an item, so that it can be pasted or moved to somewhere else.	**MSK** (if main action) or **LSK** (if secondary action)
Delete	Soft key option to delete a highlighted item.	LSK.
Edit	Soft key option to make a change to a text, picture, setting, number etc.	**MSK** (if main action) or **LSK** (if secondary action)
Exit	Soft key option to exit an application	RSK.
Go to	Soft key option to go to, e.g. a link, web page or other highlighted item.	MSK.
Info	Soft key option to bring up a help text associated with the highlighted menu, or info about an item.	**MSK** (if main action) or **LSK** (if secondary action)
Mark	Soft key option to mark (tick/check) an item in a list of checkbox items.	**MSK** (if main action) or **LSK** (if secondary action). Placed on the same soft key as Unmark.

Minimise	Soft key option to minimize an application or dialog, so that it runs in the background hidden from view, apart from an icon, while the user does something else.	MSK.
Move	Soft key option to move an item from one position to another.	**MSK** (if main action) or **LSK** (if secondary action)
No	Soft key option to answer No to a question.	**LSK** (if there also is a possibility to go back) or **RSK** (if Back has the same outcome as No).
OK	Soft key option to confirm a feedback text.	**MSK**. Avoid having both OK and Back in a view if they have the same outcome.
Open	Soft key option to open e.g. a folder.	MSK.
Options	Soft key option to access a list of options.	LSK.
Paste	Soft key option to paste an item that has been cut or copied from somewhere else.	**MSK** (if main action) or **LSK** (if secondary action)
Pause	Soft key option to pause the playback of an audio or video file, or the recording of data.	**MSK** (if main action) or **LSK** (if secondary action). Placed on the same soft key as Play.
Play	Soft key option to play an audio or video file.	**MSK** (if main action) or **LSK** (if secondary action). Placed on the same soft key as Pause/Stop.
Reject	Soft key option to not accept something, e.g. reject a request for authentication from another device.	**MSK**. Used together with Accept.
Rename	Soft key option to give something a new name.	**MSK** (if main action) or **LSK** (if secondary action)
Replace	Soft key option to replace existing information with new information.	**MSK** (if main action) or **LSK** (if secondary action)
Reset	Soft key option to reset a counter to zero.	LSK.
Restart	Soft key option to start a counter, e.g. stopwatch or timer, again.	**MSK** (if main action) or **LSK** (if secondary action).
Resume	Soft key option to continue with a paused or interrupted action.	**MSK** (if main action) or **LSK** (if secondary action).
Retry	Soft key option to make another attempt to do something.	**MSK** (if main action) or **LSK** (if secondary action).

Save	Soft key option to save a setting or information so that it can be retrieved and used again	**MSK.** Used together with Reject.
Search	Soft key option to search for something, e.g. a text string, radio station, etc.	**MSK** (if main action) or **LSK** (if secondary action).
Select	Soft key option to select a highlighted item.	MSK.
Send	Soft key option to send an item such as a picture or sound, or to send a message.	**MSK** (if main action) or **LSK** (if secondary action) .
Start	Soft key option to start a counter, e.g on a stopwatch.	**MSK** (if main action) or **LSK** (if secondary action). Placed on the same soft key as Stop.
Stop	Soft key option to stop playback of an audio or video file or counter.	**MSK** (if main action) or **LSK** (if secondary action). Placed on the same soft key as Play/Start.
Turn off	Soft key option to turn off a function or setting.	**MSK** (if main action) or **LSK** (if secondary action). Placed on the same soft key as Turn on.
Turn on	Soft key option to turn on a function or setting.	**MSK** (if main action) or **LSK** (if secondary action). Placed on the same soft key as Turn off.
Unmark	Soft key option to unmark (untick/uncheck) an item in a list of checkbox items.	**MSK** (if main action) or **LSK** (if secondary action). Placed on the same soft key as Mark.
Update	Soft key option to update information.	**MSK** (if main action) or **LSK** (if secondary action).
Use	Soft key option to use a highlighted item, such as a number or address, in some way, e.g. call or send message.	MSK.
View	Soft key option to view an item, e.g. picture or info.	MSK.
Yes	Soft key option to answer Yes to a question.	MSK.

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